

YOUTH SERVICES POLICY

Title: Regional Office Duty Officers, and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents Next Annual Review Date: 02/15/2014	Type: C. Field Operations Sub Type: 5. Monitoring Number: C.5.2
	Page 1 of 5
References: YS Policies A.2.2 "Pay Administration and Management", C.2.1 "Escapes, Runaways, Apprehensions and Reporting", and C.2.2 "Facility Riot, Hunger Strike, Employee Work Stoppage, Significant Disturbance and Hostage Situation"	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 02/15/2013

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures for the reporting of incidents of a serious nature that occurs in YS secure and non-secure care facilities and programs.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Facility Directors, Regional Managers, Regional Office Duty Officers, and all facility Administrative Duty Officers (ADOs).

IV. DEFINITIONS:

Administrative Duty Officer (ADO) - The appropriate secure care personnel responsible for reporting serious incidents as described herein to the appropriate Regional Director. The ADO may be the Facility Director/designee.

Continuous Quality Improvement Services (CQIS) - The Central Office performance based and results-driven competency and efficiency management system.

“Level I” Incident - An incident of very serious nature that requires immediate reporting.

“Level II” Incident - An incident of serious nature that requires reporting within 24 hours (excluding weekends and holidays).

Regional Duty Officer – All professional level regional office personnel responsible for reporting serious incidents as described herein to the appropriate Regional Director. The regional duty officer may be the Regional Manager/designee.

Reportable Injury - any injury that threatens a youth's life or limb, or that requires urgent treatment by a doctor, or severely restricts the youth's usual activities, or requires follow-up by a doctor.

Serious Incident – a situation in which injury serious enough to warrant medical attention occurs involving a youth, staff or visitor on the grounds of a secure or non-secure care facility, or a situation creating an imminent threat to the security of a secure or non-secure care facility, and/or the safety of the youth, staff or visitors.

Unusual Occurrence Report (UOR) – a form/document that must be completed by staff to report incidents or observations of events that may have an impact on any aspect of the agency. Employees must complete and submit a UOR prior to the end of their tour of duty on the day an incident is observed or comes to the employee's attention in any way. If a UOR form is not available, the employee may use any paper available to him to report the pertinent information.

V. POLICY:

It is the Deputy Secretary's policy that Regional Office Duty Officers and Facility ADOs report directly to the appropriate Regional Director. A Regional Director/designee shall be available 24-hours a day, seven (7) days per week, to receive notification and coordinate responses to incidents of a serious nature from YS secure and non-secure care facilities and programs.

All Duty Officers shall be compensated pursuant to YS Policy No. A.2.2, Section VI.K.

VI. PROCEDURES:

A. Regional Office Duty Officers

1. The "Regional Duty Officer Roster" shall be updated quarterly in the "DYS Duty Officer" Lotus Notes database. The Regional Office "Duty Officer Rotation Schedule" shall include all professional level personnel.
2. Regional Duty Officers shall be on duty for seven (7) straight days, 24 hours per day. The duty week shall begin on Friday at 4:30 p.m. and end the following Friday at 4:30 p.m.

Should the Regional Duty Officer be unable to remain within notification range at any time during the assigned tour of duty (due to planned or unplanned events), he/she is responsible for advising their supervisor and arranging acceptable alternative coverage.

3. Whenever it is necessary to change the "Regional Duty Officer Roster", the appropriate Regional Director, contract providers, detention centers, shelter centers, and the corresponding regional secure care facility's control center shall be notified promptly via email by the Regional Manager/designee. The "DYS Duty Officer" database shall be updated as well.
4. The Regional Manager/designee shall maintain documentation of all "Unusual Occurrence Reports" (UORs) and responses by regional staff.

B. Facility Administrative Duty Officers (ADOs)

1. The "Facility ADO Roster" shall be updated quarterly and a copy forwarded to the appropriate Regional Director and the facility's control center.
2. Facility ADOs shall be on duty for seven (7) straight days, 24 hours per day. The duty week shall begin on Friday at 4:30 p.m. and end the following Friday at 4:30 p.m.

Should the Facility ADO be unable to remain within notification range at any time during the assigned tour of duty (due to planned or unplanned events), he/she is responsible for advising their supervisor and arranging acceptable alternative coverage.

3. Whenever it is necessary to change the "Facility ADO Roster", the appropriate Regional Director and the facility's control center shall be notified promptly via email by the Facility Director/designee.
4. The Facility Director/designee shall maintain documentation of all UORs and responses by facility staff.

C. Reporting by Regional Duty Officers and Facility ADOs

1. Regional Duty Officers and Facility ADOs shall report immediately to all Regional Directors the following "Level I" incidents:
 - a. escapes and/or apprehensions, pursuant to YS Policy No. C.2.1;
 - b. deaths;
 - c. serious incidents; and
 - d. any other high profile or large scale event warranting immediate notification of authority (e.g., natural disaster, hostage situation, facility riot, large scale evacuation, etc.). YS Policy No. C.2.2 contains additional information about reporting requirements.
2. Regional Duty Officers and Facility ADOs shall follow up the initial notification of "Level I" incidents using the "Request a Read Receipt" e-mail option, as instructed in Attachment C.5.2(a), to the Deputy Secretary, Assistant Secretary, Chief of Operations, Deputy Assistant Secretary, and all Regional Directors on the next business day, including weekends and holidays.

(NOTE: This does not preclude the Facility Director or Regional Manager from contacting the Deputy Secretary, Assistant Secretary, Chief of Operations, Deputy Assistant Secretary, and all Regional Directors personally and directly as deemed appropriate to the circumstances.)
3. The Regional Duty Officers and Facility ADOs shall report all "Level I" and the following "Level II" incidents, using the "Initial Report of Incident" [see Attachment C.5.2 (b)], notification to the Deputy Secretary, Assistant Secretary, Deputy Assistant Secretary, Chief of Operations, and all Regional Directors.

YS Policy No. C.5.2
Page 5

Notification shall be made via e-mail and/or facsimile within 24 hours of the occurrence, excluding weekends and holidays. (Incidents occurring on weekends or holidays are to be reported on the next business day.):

- Any incident resulting in a reportable injury.
4. In the event the Regional Director cannot be reached for “Level I” notification, formal contact shall be made with the corresponding regional secure care facility’s control center, who shall notify the Deputy Secretary, Assistant Secretary, Chief of Operations, Deputy Assistant Secretary, and all Regional Directors.

VII. TRACKING AND SUMMARIZING OF SERIOUS INCIDENTS:

- A. Continuous Quality Improvement Services (CQIS) shall track / summarize all serious incidents through the Secure Care Quality Assurance Standards in Share Point, on a quarterly basis.
- B. CQIS shall develop a mechanism for tracking / summarizing all serious incidents for Community Based Services (CBS), which shall be built into the CBS Quality Assurance Standards by July 1, 2013, for quarterly reporting purposes.

Previous Regulation/Policy Number: C.5.2

Previous Effective Date: 10/24/2011



Attachments/References: C.5.2 (a) revised 2-13-13.docx C.5.2 (b) revised 02-13-13.docx